

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY

Marriott International began in 1927 as a A&W Root Beer franchise called Hot Shoppes. The Hot Shoppes built at Washington, D.C. by J. Willard Marriott and his wife, Alice. In 1928, Hot Shoppes have another restaurant with drive-in service on the East Coast and nine years later, J.W Marriott expand his business to flight catering became part of his company until 1989. Marriott International began their business into hospitality business in 1957.

Their first hotel is called The Twin Bridges Hotel that have 370 rooms in total. Bill Marriott Jr. successfully keep their business up until two years later, they build their second properties. Marriott successfully open their first international hotel in 1969. It is located in Mexico and kept growing by opening other hotels in different countries. They started their luxury hotels in 1995 by purchasing 49% shares of Ritz-Carlton Hotel. Until now, Marriott International Have a lot of working partners of various level, started with longer stays until luxury as their highest hotel level. JW Marriott Hotel Surabaya opened at 1996 as a five-star luxury hotel (Anonymous, 2023).



Figure 2.1 The Hot Shoppes



Figure 2.2 JW Marriott Hotel Surabaya

2.2 VISION, MISSION, AND COMPANY OBJECTIVES

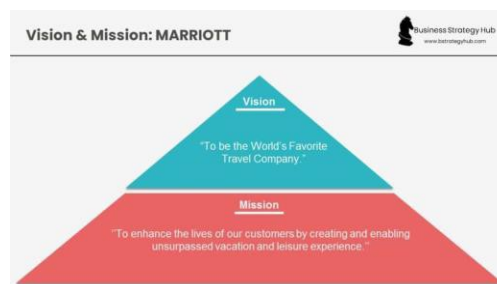


Figure 2.3 Marriott Vision and Mission

2.2.1 Vision

To be the world's favorite travel company (Anonymous, 2022).

2.2.2 Mission

To enhance the lives of the customers by creating and unsurpassed vacation and leisure experience (Anonymous, 2022).

2.2.3 Company Objectives

Putting people first, pursuing excellence, embracing change, acting with integrity, and serving our world (Anonymous, 2022).

2.3 ABOUT THE COMPANY

JW Marriott Hotel Surabaya have 407 guest rooms. This hotel has 25 floors include 5 executive floors that only guest with executive access could access it. Their daily occupancy is around 20% up to 100%. During the writer internship, JW Marriott Surabaya occupancy rate was 75%.



Figure 2.4 JW Marriott Bedroom (Anonymous, 2023)

JW Marriott Hotel Surabaya have 7 restaurants inside the hotel and 1 delivery service.

1. Pavilion Restaurant



Figure 2.5 Pavilion Restaurant (Anonymous, 2023)

Pavilion Restaurant is the main restaurant of JW Marriott Surabaya. Pavilion Restaurant primarily serves breakfast, lunch and dinner with or without reservation. The seating capacity of this restaurant is 300 people and it opens from 06.00am-10.30am for breakfast, 12.00pm-03.00pm for lunch, and 06.00pm-10.00pm for dinner. This restaurant mostly serves Indonesian food along with noodles, dim-sum, and pasta as their daily menu, but for special events, they also serve varieties of international dishes as well.

For breakfast, the menu are more wide ranged as there are assorted kinds of croissant, Danish, doughnut, muffin and bread from the pastry section. Pavilion Restaurant also serve French toast, pancake, waffle, and croffle with live cooking system as an attraction and to make sure the foods are served warm. Pastry section at Pavilion restaurant also serves ice cream and special daily bread fresh from the oven. The last pastry section is traditional street food which is one of the icons of JW Marriott Surabaya.

During lunch the pastry section usually serves assorted French pastry, ice cream, traditional street food, Indonesian mixed ice, and some bread. For dinner it is similar with lunch. The only difference is just there's no bread during dinner time. Sometimes the menu changes depending on the condition, and reservation.

2. Imari Japanese Restaurant



Figure 2.6 Imari Japanese Restaurant (Anonymous, 2023)

Imari is a Japanese Restaurant at JW Marriott Hotel that serve assorted kind of sushi, and other Japanese food. They also sell several desserts like Tiramisu, and Edamame Tofu that are supplied by the Pastry Kitchen. They sell Japanese Inspired Tiramisu that have three flavor for one serving which is original (coffee), matcha, and kahlua. Imari Restaurant have two opening hours. For lunch it is opened from 11.00am until 03.00pm, and for dinner from 06.00pm until 10.00pm.

3. Tang Palace Chinese Restaurant



Figure 2.7 Tang Palace Restaurant (Anonymous, 2023)

Tang Palace Restaurant serves variety of Chinese food and dim-sum. This restaurant occasionally supplies to Pavilion restaurant and sometimes supply to banquet events especially for the set menu. Tang Palace restaurant’s opening hours:

Monday-Friday	12.00pm – 03.00pm 06.00pm – 10.00pm
Saturday	11.00am – 03.00pm 06.00pm-10.00pm
Sunday & Public Holiday	09.00am-03.00pm 06.00pm-10.00pm

4. Uppercut Steakhouse



Figure 2.8 Uppercut Steakhouse (Anonymous, 2023)

Uppercut Steakhouse sell assorted premium beef steaks and other fine dining menu like fish steak, oyster, and many more. They also sell desserts that are supplied by Pastry Kitchen. Uppercut Steakhouse have a different opening hour because they are closed on Monday. For Tuesday until Thursday, they open only at 06.00pm-10.00pm. But for Friday to Sunday, they open at 11.00am-03.00pm and 06.00pm-10.00pm.

5. Lobby Lounge



Figure 2.9 Lobby Lounge (Anonymous, 2023)

Lobby Lounge is a place that people usually work or just simply have a cup of coffee. Lobby lounge also open during breakfast as a place for guests to enjoy their breakfast from Pavilion Restaurant. Lobby Lounge open daily from 06.00am until 01.00am.

6. Surabaya Baking Company



Figure 2.10 Surabaya Baking Company (Anonymous, 2023)

Surabaya Baking Company is one of the best Dessert shops in Surabaya. Surabaya Baking Company or usually called SBCo which sells many kinds of dessert, bread, French pastries, quiche, cookies, hampers, and many more. SBCo opens from 07.00am-10.00pm daily.

7. Wine & Co



Figure 2.11 Wine & Co (Anonymous, 2023)

Wine & Co offers assorted varieties of alcohol and wine. Wine & Co open start from 10.00am-10.00pm daily.

Beside that seven restaurant, JW Marriott Surabaya also have Executive Lounge, Poolside, meeting rooms, as well as Ballroom.

2.4 ORGANIZATIONAL STRUCTURE AND MAIN TASK

Pastry Kitchen divided to four sections, Bakery, SBCO, Banquette, and Outlet.

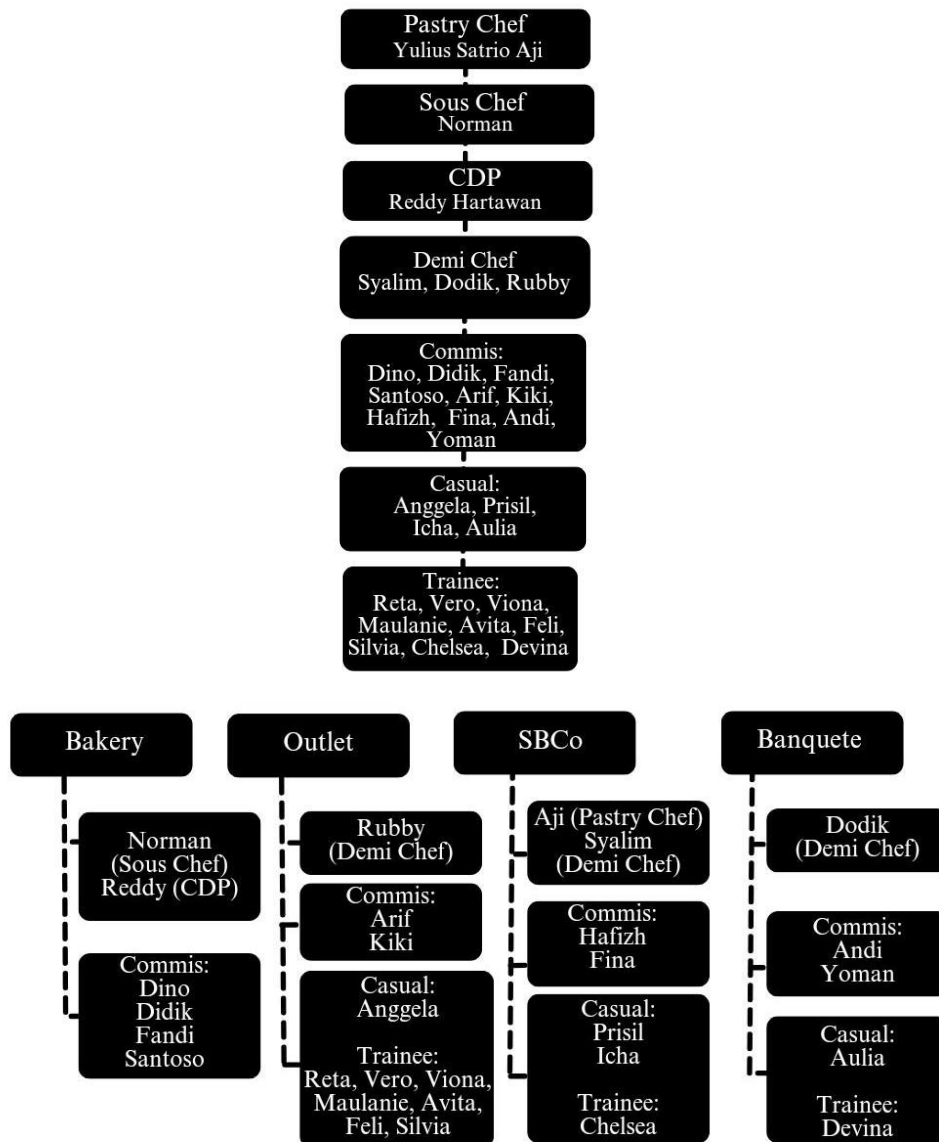


Figure 2.12 Pastry Organization Structure

Job Description

1. Pastry Chef

- Make weekly schedule
- Checking the quality of the food
- Make sure every dessert and bread are made and decorated well
- Creating new product
- Order product that needed
- Make sure the working area is clear

2. Pastry Sous Chef

- Order product supplies that are needed
- Make sure every bread that displayed in good condition
- Write response summary
- Arrange casual on call schedule

3. CDP

- Make sure the food is according to the hotel's standard before being served to the customer
- Set the amount of food served

4. Demi Chef

- Making sure the operational of pastry kitchen goes well
- Maintaining workplace hygiene
- Order product supplies that are needed
- Training the new trainee
- Serve and put food in the display

5. Commis

- Training new trainee
- Complying to the chef's instructions
- Serve and put food in the display
- Make sure all of the products are made based the guest order

6. Daily Worker (Casual) and Trainee

- Help the commis chef

- Making products
- Help to Prepare for tomorrow event

2.5 HYGIENE AND SANITATION

2.5.1 Hand Wash Method

JW Marriott Hotel Surabaya have a standard for a proper hand washing steps and suggest the associate to wash their hand regularly before touching the food, and after touching the food. They also have a requirement for the water temperature of hand washing. The water temperature is around 37-40 Celsius. JW Marriott Surabaya also have a separated sink for hand washing and dishwashing. They have a Figure of proper hand washing steps next to every hand washing sink. All kitchen trainee got a BSA training including how to wash hand properly, how to use cutting board, minimum degree for cooking, etc by JW Marriott Hotel staff. Most of the method done well by the staff, but when the kitchen get busy, it's not happened.

2.5.2 Cutting Board

Similar to most 5-star hotel's standards, JW Marriott separated the cutting board functions by its color. Red for raw meat, blue for raw fish and seafood, yellow for cooked meat, green for fruits and vegetable, also white for ready to eat food like bread, cooked meat, cheese, etc. In pastry kitchen, there's a box to place knife and other utensils like spatula, brush, etc, and there's nothing any special treatment for it before it stored.

2.5.3 Food Temperature

JW Marriott Hotels have a standard for every food. They have a card that written all of the minimum temperature for every food. Like minimum temperature for cook beef, minimum temperature for ice cream, etc. Due the limited number of cards, trainees weren't given the

card and were only given verbal explanations. Ice cream temperature at ice cream freezer at Pavilion restaurant is always checked and is always in range of 9-11 degrees to prevent the ice cream from melting or being too hard.

2.5.4 Chiller and Freezer Temperature

For chiller and freezer JW Marriott always controls the temperature to make sure that the food inside is still in the good condition. They have a chart in a board beside the chiller and freezer that must be fill every day. The chart is filled by the time that the temperature write, temperature, and name of the person who write the temperature. The chart filled in the morning, afternoon, and night. The chiller and freezer temperature can be seen at the chiller and freezer temperature display as well as a thermometer that placed inside the chiller. To make sure the temperature is under control, there's a bottle filled by water inside the chiller, and a bottle filled by oil in the freezer so the temperature can be checked manually. The chiller must stays within 1-5 degree, and the freezer must have -15 degree minimum. If there's incompatibility, the one who notices it should call the engineering.

2.5.5 Label Date

Label date is one of most important things in the kitchen. Label date used to make sure there's no expired or spoiled food at the freezer, chiller, and dry storage. Everything that are made and being stored or just opened must have a label date on it. For dry storage and chiller, label date is valid for 7 days, and for freezer label date is valid until 1 month, calculated from the date the product is stored.

2.5.6 Personal Grooming

JW Marriott known as a five star luxury hotel with international standard as well as personal grooming is very important. The standards are listed bellow:

1. JW Marriott Chef Jacket
2. Name Tag
3. Apron
4. Chef Hat
5. Safety Shoes
6. Commitment Card
7. Black socks, and shoes
8. Short and clean nails with no polish.
9. No beards
10. No long hair for male, female with long hair should tie their hair and using hairnet to prevent hair loss.
11. Simple make up, black and inconspicuous jewelry is allowed.

2.5.7 Deep Cleaning

Deep cleaning is carried out every Sunday, and includes replacing date labels, mopping and wiping shelves in chillers, freezers and dry storage. If there's expired date labels, the author should change it with the new one start from the day the label written to 7 days if it stored in dry storage and chiller, and 1 month for freezer. Replacing date label with the new one can be done if the product still in good condition. Deep cleaning is carried out by all workers who enter on Sundays. For daily cleaning, it is carried out by each worker by cleaning the workplace after they work there or commonly called “clean as you go”.

2.5.8 Handle and Receiving Ingredients

Items received at the purchasing department can be taken by kitchen staff, casual or trainees. The receiving procedure includes taking the goods, as well as the signature on the note as a sign that the goods have been received. Items that are still wrapped in plastic bags cannot be stored immediately but must be transferred to a plastic roll (a plastic that usually used for fruit) or bowl and labeled with a date. In addition,

goods packaged in cardboard cannot be stored in chillers, freezers, or dry storage, so they must be opened before being stored.

2.5.9 How to Handle Kitchen Waste

Trash cans in the kitchen are divided into three, namely for food, plastic, and cardboard. No specific treatment prior to disposal, except food disposal. Food that is still intact must be crushed before it goes into the trash. Whole bread or any kind of food with large shape or food that hard to break can't be throw directly, it must be destroyed first before going into the trash.